Enterprise Incident Report September 2012

As of **10/1/2012**

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Public Safety	Application Development	Hung Nguyen	0 0	1 0	1 1	2 1
		Assigned to Individual Total	0 0	1 0	1 1	2 1
	Application Services	Danielle Hood	0 0	2 1	0 0	2 1
		Dustin Crump	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Campus Networking	David Miller	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Capitol Desktop Support	Joshua Furgason	0 0	1 1	0 0	1 1
		Scott Wunderlich	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	28 27	0 0	28 27

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Desktop Support	Assigned to Individual	0	31	0	31
		Total	0	28	0	28
	Capitol Hosting	Curtis Parker	2	0	0	2
			0	0	0	0
		Assigned to Individual	2	0	0	2
		Total	0	0	0	0
	Help Desk	Brenda Treadway	0	2	0	2
			0	2	0	2
		Eileen Dubach	0	2	0	2
			0	2	0	2
		James Stearns	0	3	0	3
			0	3	0	3
		Julie VanBeekum	0	4	0	4
			0	4	0	4
		Vicky Marrelli	0	3	0	3
			0	3	0	3
		Assigned to Individual	0	14	0	14
		Total	0	14	0	14
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	1	0	1
		Assigned to Individual	0	1	0	1
		Total	0	1	0	1
	Metro C Desktop Support	Ken Knobel	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	1	0	1
		Total	0	0	0	0
	Metro C Help Desk	Bill Hall	0	140	1	141
			0	70	0	70

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	179 179	0 0	179 179
		Diane Christensen	0 0	1 1	0 0	1 1
		Reed Stohel	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	323 253	1 0	324 253
	Metro C Hosting	Caleb Pryor	1 1	0 0	0 0	1 1
		Scott Gabbert	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 1	0 0	1 0	2 1
	Metro C West Desktop Support	Brian Bobo	0 0	6 5	0 0	6 5
		Jared B Jensen	1 1	8 7	0 0	9 8
		Torrens Arnold	0 0	41 41	0 0	41 41
		Tyson Wall	0 0	21 21	0 0	21 21
		Assigned to Individual Total	1 1	76 74	0 0	77 75
	Network Operations	Jared Elzinga	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Procurement	Scott Warner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	14 10	0 0	14 10
		Jay Barfuss	0 0	1 1	0 0	1 1
		Todd Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	16 12	0 0	16 12
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Robert Stock	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 1	0 0	2 1
		Romanza Hamblin Sorensen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 0	0 0	3 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		5 2	495 386	4 1	504 389
Customer Company Total			5 2	495 386	4 1	504 389

Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Public Safety	Application Development	Hung Nguyen	0 0	1 1	1 0	2 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Campus Networking	David Miller	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Capitol Desktop Support	Joshua Furgason	0 0	1 1	0 0	1 1
		Scott Wunderlich	0 0	2 1	0 0	2 1
		Tom Hanson	0 0	28 0	0 0	28 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	0 0	31 2	0 0	31 2
	Capitol Hosting	Curtis Parker	2 1	0 0	0 0	2 1
		Assigned to Individual Total	2 1	0 0	0 0	2 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Ken Knobel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	140 2	1 0	141 2

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	179 1	0 0	179 1
		Diane Christensen	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	323 3	1 0	324 3
	Metro C Hosting	Caleb Pryor	1 0	0 0	0 0	1 0
		Scott Gabbert	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0	2 0
	Metro C West Desktop Support	Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	1 0	8 0	0 0	9 0
		Torrens Arnold	0 0	41 0	0 0	41 0
		Tyson Wall	0 0	21 0	0 0	21 0
		Assigned to Individual Total	1 0	76 0	0 0	77 0
	Network Operations	Jared Elzinga	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Procurement	Scott Warner	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Gerald Adams	0 0	14 0	0 0	14 0
		Jay Barfuss	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	16 1	0 0	16 1
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Robert Stock	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 2	0 0	3 2
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Assigned Group Total		5 1	495 12	4 0	504 13
Customer Company Total			5 1	495 12	4 0	504 13

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	**Low**	**Medium**	**ATTIR Total**
Public Safety	Application Development	Hung Nguyen	0 0.00	1 1.23	1 0.14	2 0.68
		Assigned to Individual Total	0 0.00	1 1.23	1 0.14	2 0.68
	Application Services	Danielle Hood	0 0.00	2 0.36	0 0.00	2 0.36
		Dustin Crump	0 0.00	1 0.45	0 0.00	1 0.45
		Tony Larsen	0 0.00	3 3.92	0 0.00	3 3.92
		Assigned to Individual Total	0 0.00	6 2.16	0 0.00	6 2.16
	Campus Networking	David Miller	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Capitol Desktop Support	Joshua Furgason	0 0.00	1 1.77	0 0.00	1 1.77
		Scott Wunderlich	0 0.00	2 0.88	0 0.00	2 0.88
		Tom Hanson	0 0.00	28 0.06	0 0.00	28 0.06

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	0 0.00	31 0.17	0 0.00	31 0.17
	Capitol Hosting	Curtis Parker	2 0.59	0 0.00	0 0.00	2 0.59
		Assigned to Individual Total	2 0.59	0 0.00	0 0.00	2 0.59
	Help Desk	Brenda Treadway	0 0.00	2 0.18	0 0.00	2 0.18
		Eileen Dubach	0 0.00	2 0.15	0 0.00	2 0.15
		James Stearns	0 0.00	3 0.10	0 0.00	3 0.10
		Julie VanBeekum	0 0.00	4 0.06	0 0.00	4 0.06
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	14 0.09	0 0.00	14 0.09
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Ken Knobel	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	0 0.00	1 0.16
	Metro C Help Desk	Bill Hall	0 0.00	140 0.03	1 0.36	141 0.03

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	179 0.01	0 0.00	179 0.01
		Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	323 0.02	1 0.36	324 0.02
	Metro C Hosting	Caleb Pryor	1 0.17	0 0.00	0 0.00	1 0.17
		Scott Gabbert	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	1 0.17	0 0.00	1 0.00	2 0.08
	Metro C West Desktop Support	Brian Bobo	0 0.00	6 0.10	0 0.00	6 0.10
		Jared B Jensen	1 0.00	8 0.00	0 0.00	9 0.00
		Torrens Arnold	0 0.00	41 0.00	0 0.00	41 0.00
		Tyson Wall	0 0.00	21 0.00	0 0.00	21 0.00
		Assigned to Individual Total	1 0.00	76 0.01	0 0.00	77 0.01
	Network Operations	Jared Elzinga	1 0.52	0 0.00	0 0.00	1 0.52
		Assigned to Individual Total	1 0.52	0 0.00	0 0.00	1 0.52

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Procurement	Scott Warner	0 0.00	1 1,243.30	0 0.00	1 1,243.30
		Assigned to Individual Total	0 0.00	1 1,243.30	0 0.00	1 1,243.30
	Rural Central Desktop Support	Gerald Adams	0 0.00	14 0.00	0 0.00	14 0.00
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	0 0.00	16 0.07	0 0.00	16 0.07
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.62	0 0.00	1 0.62
		Robert Stock	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.31	0 0.00	2 0.31
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06
	Strategic Communications	Dennis Rogers	0 0.00	1 0.18	0 0.00	1 0.18
		Luis Larios	0 0.00	8 0.36	0 0.00	8 0.36
		Assigned to Individual Total	0 0.00	9 0.34	0 0.00	9 0.34

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Kelly Johnson	0 0.00	2 0.44	0 0.00	2 0.44
		Romanza Hamblin Sorensen	0 0.00	3 0.17	0 0.00	3 0.17
		Assigned to Individual Total	0 0.00	6 0.23	0 0.00	6 0.23
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.18	0 0.00	1 0.18
		Greg Blessing	0 0.00	1 0.22	0 0.00	1 0.22
		Mark Thomas	0 0.00	1 0.53	0 0.00	1 0.53
		Mike Johnson	0 0.00	3 3.30	0 0.00	3 3.30
		T Artis	0 0.00	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total	0 0.00	7 1.60	0 0.00	7 1.60
	Assigned Group Total		5 0.37	495 2.60	4 0.13	504 2.56
Customer Company Total			5 0.37	495 2.60	4 0.13	504 2.56

Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Public Safety	Application Development	Hung Nguyen	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Campus Networking	David Miller	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Capitol Desktop Support	Joshua Furgason	0 0	1 0	0 0	1 0
		Scott Wunderlich	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	28 0	0 0	28 0

Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	0 0	31 0	0 0	31 0
	Capitol Hosting	Curtis Parker	2 0	0 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Ken Knobel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	140 0	1 0	141 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	179 0	0 0	179 0
		Diane Christensen	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	323 0	1 0	324 0
	Metro C Hosting	Caleb Pryor	1 0	0 0	0 0	1 0
		Scott Gabbert	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0	2 0
	Metro C West Desktop Support	Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	1 0	8 0	0 0	9 0
		Torrens Arnold	0 0	41 0	0 0	41 0
		Tyson Wall	0 0	21 0	0 0	21 0
		Assigned to Individual Total	1 0	76 0	0 0	77 0
	Network Operations	Jared Elzinga	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0

Public Safety

			High	Low	Medium	MR Total
Public Safety	Procurement	Scott Warner	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Gerald Adams	0 0	14 0	0 0	14 0
		Jay Barfuss	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Robert Stock	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Luis Larios	0 0	8 6	0 0	8 6
		Assigned to Individual Total	0 0	9 7	0 0	9 7

Public Safety

			High	Low	Medium	MR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 1	0 0	3 1
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Assigned Group Total		5 0	495 10	4 0	504 10
Customer Company Total			5 0	495 10	4 0	504 10

Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | Top Number - Total Incidents | | | |
| | | | Bottom Number - Average time in hours | | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Public Safety	Application Development	Hung Nguyen	0 0.00	1 1.23	1 0.68	2 0.95
		Assigned to Individual Total	0 0.00	1 1.23	1 0.68	2 0.95
	Application Services	Danielle Hood	0 0.00	2 3.68	0 0.00	2 3.68
		Dustin Crump	0 0.00	1 1.22	0 0.00	1 1.22
		Tony Larsen	0 0.00	3 5.46	0 0.00	3 5.46
		Assigned to Individual Total	0 0.00	6 4.16	0 0.00	6 4.16
	Campus Networking	David Miller	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Capitol Desktop Support	Joshua Furgason	0 0.00	1 1.77	0 0.00	1 1.77
		Scott Wunderlich	0 0.00	2 1.86	0 0.00	2 1.86
		Tom Hanson	0 0.00	28 1.48	0 0.00	28 1.48

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Desktop Support	**Assigned to Individual Total**	0 0.00	31 1.52	0 0.00	31 1.52
	Capitol Hosting	Curtis Parker	2 0.79	0 0.00	0 0.00	2 0.79
		Assigned to Individual Total	2 0.79	0 0.00	0 0.00	2 0.79
	Help Desk	Brenda Treadway	0 0.00	2 0.18	0 0.00	2 0.18
		Eileen Dubach	0 0.00	2 0.15	0 0.00	2 0.15
		James Stearns	0 0.00	3 0.19	0 0.00	3 0.19
		Julie VanBeekum	0 0.00	4 0.06	0 0.00	4 0.06
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	14 0.10	0 0.00	14 0.10
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Ken Knobel	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	0 0.00	1 0.16
	Metro C Help Desk	Bill Hall	0 0.00	140 0.66	1 1.26	141 0.67

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	179 0.01	0 0.00	179 0.01
		Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	323 0.29	1 1.26	324 0.29
	Metro C Hosting	Caleb Pryor	1 0.51	0 0.00	0 0.00	1 0.51
		Scott Gabbert	0 0.00	0 0.00	1 0.42	1 0.42
		Assigned to Individual Total	1 0.51	0 0.00	1 0.42	2 0.46
	Metro C West Desktop Support	Brian Bobo	0 0.00	6 0.18	0 0.00	6 0.18
		Jared B Jensen	1 0.00	8 0.74	0 0.00	9 0.66
		Torrens Arnold	0 0.00	41 0.00	0 0.00	41 0.00
		Tyson Wall	0 0.00	21 0.00	0 0.00	21 0.00
		Assigned to Individual Total	1 0.00	76 0.09	0 0.00	77 0.09
	Network Operations	Jared Elzinga	1 0.52	0 0.00	0 0.00	1 0.52
		Assigned to Individual Total	1 0.52	0 0.00	0 0.00	1 0.52

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Procurement	Scott Warner	0 0.00	1 1,243.30	0 0.00	1 1,243.30
		Assigned to Individual Total	**0** **0.00**	**1** **1,243.30**	**0** **0.00**	**1** **1,243.30**
	Rural Central Desktop Support	Gerald Adams	0 0.00	14 1.73	0 0.00	14 1.73
		Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Hardy	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	**0** **0.00**	**16** **1.59**	**0** **0.00**	**16** **1.59**
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.62	0 0.00	1 0.62
		Robert Stock	0 0.00	1 1.84	0 0.00	1 1.84
		Assigned to Individual Total	**0** **0.00**	**2** **1.23**	**0** **0.00**	**2** **1.23**
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	**0** **0.00**	**1** **0.06**	**0** **0.00**	**1** **0.06**
	Strategic Communications	Dennis Rogers	0 0.00	1 15.69	0 0.00	1 15.69
		Luis Larios	0 0.00	8 13.07	0 0.00	8 13.07
		Assigned to Individual Total	**0** **0.00**	**9** **13.37**	**0** **0.00**	**9** **13.37**

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As of **10/1/2012**

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Kelly Johnson	0 0.00	2 2.49	0 0.00	2 2.49
		Romanza Hamblin Sorensen	0 0.00	3 0.51	0 0.00	3 0.51
		Assigned to Individual Total	0 0.00	6 1.09	0 0.00	6 1.09
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.25	0 0.00	1 0.25
		Greg Blessing	0 0.00	1 1.94	0 0.00	1 1.94
		Mark Thomas	0 0.00	1 1.36	0 0.00	1 1.36
		Mike Johnson	0 0.00	3 3.33	0 0.00	3 3.33
		T Artis	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	7 2.01	0 0.00	7 2.01
	Assigned Group Total		5 0.52	495 3.22	4 0.59	504 3.18
Customer Company Total			5 0.52	495 3.22	4 0.59	504 3.18

Public Safety

Detail

INC000000466889	Mark Panos	None	None	None		TIR Missed: Yes	1243.30
Procurement		Scott Warner	Public Safety	Low	Closed	TTR Missed: Yes	1243.30
INC000000565351	Eric Parry	Application	None	Novell GroupWise		TIR Missed: No	0.39
Application Services		Tony Larsen	Public Safety	Low	Closed	TTR Missed: No	2.78
INC000000571716	Hoby Metz	PC/Laptop	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.78
INC000000571722	Brett Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.71
INC000000571881	Pilar Shortsleeve	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	5.64
INC000000571911	Della Estrada	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.61
INC000000572067	Brett Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.94
INC000000572165	Mike Freeman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.93
INC000000572166	Robert Nixon	Application	Password	FATPOT		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.94
INC000000572179	Laurie Hytry	None	None	None		TIR Missed: Yes	1.01
Capitol Hosting		Curtis Parker	Public Safety	High	Closed	TTR Missed: No	1.01
INC000000572259	Marcie Eaton	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572265	Nancy Hooton	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572286	Sam Peck	Application	Error	Commercial Drivers License		TIR Missed: No	0.14
Application Development		Hung Nguyen	Public Safety	Medium	Closed	TTR Missed: No	0.68
INC000000572296	Jackie Barber	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572317	Sharon Harward	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572325	Diane Norton	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000572331	Nathan Allredge	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572343	Tim Start	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572347	Wendy Reese	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572390	Liz Hawkins	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572400	Mindy Hess	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572419	Stephanie Stoddard	Application	Error	Novell Messenger	TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.26

INC000000572423	Colleen Strong	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.24

INC000000572434	Charlene Richards	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572440	Donavan Lucas	Application	Password	FATPOT	TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.31

INC000000572461	Cassie Talbot	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572497	Nichole J Rilk	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572524	Debbie Clark	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572531	Joyce Dransfield	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572655	Rhonda Treptow	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.83

INC000000572669	Kalee Taylor	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572708	Mike Hepworth	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000572729	Shellie Adams	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000572736	Russell Fillmore	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000572782	Jason Robb	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000572800	Taylor Coons	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000572810	Jessica Giatras	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572848	Jill Reed	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572853	Shellie Adams	Application	Reporting	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000572903	Laura Russell	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572936	Kellie Oaks	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572938	Ellis Alexander	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572943	Peggy Smith	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572949	David Wurtz	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000572996	Shawn Peppers	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.77
INC000000573022	Kyleen Hoover	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.17
Metro C Hosting	Caleb Pryor	Public Safety	High	Closed	TTR Missed: No	0.51
INC000000573023	Nancy Hooton	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573028	Kyleen Hoover	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573036	Justin Cloward	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.87
INC000000573045	Connie Simper	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000573066	Michelle Harward	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573086	Cindy Kobs	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573110	Nichole J Rilk	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573129	Howard Madsen	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.17
INC000000573163	Iris Rich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573171	Nichole J Rilk	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.65
INC000000573187	Nolan Mitchell	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573227	Joyce Dransfield	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573267	Beverly Edmundson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.20
INC000000573291	Lynne Criddle	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573316	Sueann Crowley	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573325	Kathy Facer	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573335	Kathy Facer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573342	Debbie Clark	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.16
INC000000573343	Mary Ellen Monroe	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573370	Shailyn Marx	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573373	Sam Anderson	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000573482	Robb Telford	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573517	Jessica Giatras	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573543	Connie Simper	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573571	Robin Martinez	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573572	Michelle Hunt	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	
INC000000573588	Rich Christianson	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573589	Laura Russell	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573596	Diane Bryant	Network	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573609	Nicole Vawdrey-Gunn	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.95
INC000000573681	Melanie Monroe	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573750	Justin Cloward	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.94
INC000000573756	Bruce Clayton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.98
INC000000573765	Jill Laws	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573787	Todd VanBuren	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573790	Alan Nygard	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573824	Ron Hindmarsh	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573833	Ron Hindmarsh	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000573841	Pam Jorgenson	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573847	Jennifer Yates	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000573851	Alisha White	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000573852	Ellen Obray	None	None	None		TIR Missed: Yes	1.23
Application Development	Hung Nguyen	Public Safety	Low	Closed	TTR Missed: No	1.23
INC000000573854	Magie Bode	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000573858	Jalaine Hawkes	Application	Reporting	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.09
INC000000573887	Marianne Bauman	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.25
INC000000573895	Lisa Nielsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000573906	Rhonda Treptow	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000573936	Ron Hindmarsh	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573939	Jeffery Breinholt	Application	Password	Content Manager		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573964	Kristina Johnson	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573984	Julie Groth	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000573998	Melanie Monroe	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.35
INC000000574018	Peggy Jacobsen	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574043	Debra Holmquist	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574059	Shelly Peterson	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000574107	Trisha Solvason	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574171	Tonya Day	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574188	Rosalie Kirk	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000574206	Sarah Dunn	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000574241	Katherine Lawrence	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574242	Marselle Morales	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574352	Nancy Hess	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000574365	Letisha Garrick	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574378	Nolan Mitchell	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	High	Closed	TTR Missed: No	0.00
INC000000574476	Peggy Young	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574502	Barbara Hillas	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574519	Teresa Paredes-Pozas	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574528	Sherri Thorsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574540	Kevin Neilson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574616	Pat Bersie	Application	Reporting	Novell GroupWise		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.32
INC000000574670	Kathryn Matthies	Application	Error	Novell GroupWise		TIR Missed: No	0.62
	Rural North Desktop Support	Neil Smedley	Public Safety	Low	Closed	TTR Missed: No	0.62
INC000000574699	Bruce Clayton	Application	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.82

Public Safety

Incident	Name	Category	Type	System		TIR Missed	Value
INC000000574702	Tom Worner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574781	Leona Cover	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574802	John Gerlits	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.03
INC000000574804	Lynda Bishop	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000574867	Jennifer Stefanoff	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000574934	Grant Hyland	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.32
INC000000574982	Linda Allen	Telecom	Call Management	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575080	Jered Taylor	Application	Error	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.34
INC000000575207	Connie Simper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575283	Denise Farnworth	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.18
INC000000575287	Mike Holt	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575302	Janet Thompson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.68
INC000000575326	Marc Atkinson	None	None	None		TIR Missed: No	0.00
	Metro C Hosting	Scott Gabbert	Public Safety	Medium	Closed	TTR Missed: No	0.42
INC000000575380	Margaret Kettle	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575403	Sueann Crowley	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575427	Lillette Day	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575444	Kevin Nielson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

Incident	Requester	Category	Type	Item	TIR/TTR Missed		Value
INC000000575467	Connie Simper	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.46
INC000000575484	Joan Foust	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575512	Denise Spillman	Application	Error	None	TIR Missed:	No	0.45
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.91
INC000000575562	Linda Petty	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575596	Alyssa Moody	Telecom	Hardware	Telephone	TIR Missed:	No	0.22
	Voice/Data/WAN Services	Greg Blessing	Public Safety	Low	Closed	TTR Missed: No	1.94
INC000000575630	Sheila Curtis	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.97
INC000000575667	Mark Panos	Network	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.69
INC000000575678	Mark Panos	None	None	None	TIR Missed:	No	0.52
	Network Operations	Jared Elzinga	Public Safety	High	Closed	TTR Missed: No	0.52
INC000000575749	Mark Panos	Application	Reporting	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000575750	Bo Smith	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Public Safety	Low	Closed	TTR Missed: No	1.84
INC000000575753	Alan Nygard	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.59
INC000000575761	Tisha Madsen	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.47
INC000000575769	Pat Bersie	Application	None	Novell GroupWise	TIR Missed:	Yes	1.48
	Application Services	Tony Larsen	Public Safety	Low	Closed	TTR Missed: No	2.24
INC000000575837	Mark Romrell	Application	Reporting	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000575872	Staci Parry	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.87
INC000000575876	David Mckay	Application	Error	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575878	Kim Passey	Application	Error	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000575881	Ted Tingey	Application	Password	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000575884	Maurine Penrod	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576018	Marcie Eaton	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576025	Bonnie Bennett	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576077	Tim Start	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576125	Emma Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576152	Jimmy Banks	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576182	Scott Chun	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576188	Shirley Jones	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000576199	Debra Holmquist	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576202	Shirlene Magneson	Telecom	None	Telephone		TIR Missed: No	0.20
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.40
INC000000576316	Barbara Hillas	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.40
INC000000576323	Sascha Lopez	Application	Password	Content Manager		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576339	Cecilia Walker	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000576444	Chelsey Burns	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000576457	Rey Thompson	EIS Hardware	File Server	None		TIR Missed: No	0.23
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.23
INC000000576480	Tony Young	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.55

Public Safety

INC000000576499	Tony Young	PC/Laptop	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576506	Peggy Young	PC/Laptop	Performance	None			TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed		TTR Missed: No	1.02
INC000000576507	Jeremy Horne	Network	Password	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576516	Cassandra talbot	Application	Error	Novell GroupWise			TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed		TTR Missed: No	1.02
INC000000576579	Bradley Buckmiller	Application	Reporting	Persystent Suite			TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.07
INC000000576581	Kim Passey	None	None	None			TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576585	Toynet Sharp	None	None	None			TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576588	Mercadez barrett	Application	Error	None			TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576590	Michelle McLaughlin	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576684	Debby Stevens	Network	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576723	Lani Snodgrass	Network	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576725	Karen Williams	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576735	Jennifer McNair	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576737	Charles Collett	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576749	Rachel Conner	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576753	Kristina Johnson	None	None	Utah Drivers License System			TIR Missed: No	0.00
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000576804	Jill Reed	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000576809	Leona Cover	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000576820	Robin Martinez	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000576821	Tara Behunin	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed:	No	0.85
INC000000576861	Denise Farnworth	PC/Laptop	Performance	None		TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.12
INC000000576872	Donna Nielsen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000576880	Russell Fillmore	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed:	No	0.12
INC000000576894	Pat Bersie	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed:	No	0.72
INC000000576912	Cassandra talbot	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.05
INC000000576930	Janet Thompson	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.29
INC000000576935	Jalaine Hawkes	Application	Password	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000576968	Brenda Barney	Application	None	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000577008	Diane Norton	Application	None	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000577033	Irene Swenson	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000577035	Kin Wong	Application	Error	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	4.25
INC000000577059	Emma Garcia	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000577078	Staci L Parry	Application	None	Utah Drivers License System		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000577126	Janet Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00

Public Safety

INC000000577279	Amanada Yelli	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.46

INC000000577292	Lane Foster	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.28

| INC000000577296 | Brenda Barney | Print/Copy/Scan/Fax | Incident | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.29 |

| INC000000577326 | Christopher Bishop | Application | Password | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577328 | Irene Swenson | None | None | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577338 | Jessica Giatras | Application | Error | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.05 |

| INC000000577451 | Kathy S Wilcox | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577459 | Liz Powell | Application | Password | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577462 | Pam Jorgenson | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577501 | Rosalie Kirk | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577554 | Nichole J Rilk | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577562 | Suzanne Clingman | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577577 | Janet Thompson | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577593 | Connie Simper | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577612 | Michelle Hunt | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577617 | Rachel Conner | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577653 | Stephen Bevan | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

Public Safety

| INC000000577673 | Melanie Monroe | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577706 | Sheila Curtis | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: No | 0.29 |

| INC000000577726 | Shirley Jones | Application | Reporting | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.05 |

| INC000000577753 | Anne Terry | Application | Reporting | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.05 |

| INC000000577773 | Kelly Christiansen | Application | None | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000577812 | Toynet Sharp | None | None | None | | TIR Missed: No | 0.02 |
| Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 5.91 |

| INC000000577825 | David Tracy | Telecom | None | None | | TIR Missed: No | 0.33 |
| Application Services | Danielle Hood | Public Safety | Low | Closed | TTR Missed: No | 1.89 |

| INC000000577861 | Ralph Earl | EIS Hardware | None | None | | TIR Missed: No | 0.80 |
| Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: Yes | 16.55 |

| INC000000577869 | Barbara Hillas | Application | Error | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.37 |

| INC000000577888 | Ralph Earl | EIS Hardware | None | None | | TIR Missed: No | 0.43 |
| Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: Yes | 16.29 |

| INC000000577891 | Ralph Earl | EIS Hardware | None | None | | TIR Missed: No | 0.46 |
| Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: Yes | 16.42 |

| INC000000577897 | Ralph Earl | EIS Hardware | None | None | | TIR Missed: No | 0.43 |
| Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: Yes | 19.26 |

| INC000000577919 | Ralph Earl | EIS Hardware | None | None | | TIR Missed: No | 0.14 |
| Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: Yes | 16.26 |

| INC000000578035 | Sandra Pratt | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000578061 | Katie W Lelacheur | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: No | 0.48 |

| INC000000578114 | Michelle Hunt | Application | Error | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.29 |

| INC000000578144 | Arik Beesley | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

Public Safety

INC000000578164	Jacob Dunn	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578190	Nathan Long	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578193	Rey Thompson	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578267	Ralph Earl	EIS Hardware	None	None		TIR Missed: No	0.00
Strategic Communications	Luis Larios	Public Safety		Low	Resolved	TTR Missed: Yes	12.62
INC000000578272	Rosalie Kirk	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578329	Nichole J Rilk	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578333	Jessica Giatras	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578378	Stephen Bevan	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578389	Mindy Harbrecht	Application	Reporting	Nemo Queue		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.19
INC000000578420	Stephen Bevan	Application	Reporting	None		TIR Missed: Yes	1.91
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.91
INC000000578422	Marianne Bauman	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578431	Susan Romano	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578456	Randy Harward	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578506	Kin Wong	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.15
INC000000578519	Georgia Difrancesco	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000578522	Nancy Locke	Application	Reporting	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.59
INC000000578563	Kathryn Matthies	Application	Password	Novell GroupWise		TIR Missed: Yes	1.66
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	1.66

Public Safety

INC000000578728	Christopher Shelby	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000578992	Eric White	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579042	John Crofts	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.36
INC000000579067	Todd Holbrook	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579079	Marge Dalton	Telecom	None	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Art Scott	Public Safety	Low	Resolved	TTR Missed: No	0.25
INC000000579085	Jesse Valenzuela	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	3.71
INC000000579124	Nichole J Rilk	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.32
INC000000579129	Debbie Moleni	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.62
INC000000579148	Nolan Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.77
INC000000579188	Roger Jensen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.42
INC000000579213	Frank Parker	Application	Reporting	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.80
INC000000579284	Monica Biorge	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.08
INC000000579288	Diane Bryant	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579291	Troy Giles	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579346	Alan Nygard	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000579400	Monica Biorge	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579405	Monica Biorge	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.08

| **Public Safety** | | | | | | |

INC000000579482	Jeffery Breinholt	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.28
INC000000579493	Kalee sylvester	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.07
INC000000579525	Iris Rich	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.11
INC000000579570	Leroy Crawford	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.22
INC000000579572	Melanie Monroe	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.18
INC000000579695	Michelle Hunt	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579704	Mason Haycock	Network	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579705	Brian Davis	Network	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579717	Brad Bartholomew	Network	Incident	None	TIR Missed: Yes	8.49
	Voice/Data/WAN Services	Mike Johnson	Public Safety	Low	Resolved	TTR Missed: Yes	8.49
INC000000579720	Kim Hammer	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579806	Kathy S Wilcox	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.64
INC000000579860	Phyllis Beatie	Application	Reporting	Commercial Drivers License	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579898	Rusty Hurd	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579900	Mindy Harbrecht	Application	Reporting	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000579905	Laura Russell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579912	Jesse Valenzuela	PC/Laptop	Error	None	TIR Missed: No	0.47
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.63
INC000000579956	Joan Foust	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000579962	Coulter Baldes	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000579994	Joan Foust	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000580018	Michael Young	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000580045	Bryce Kohler	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000580051	Christine Green	Application	Password	Utah Master Directory	TIR Missed: No	0.16
Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.16
INC000000580057	Kimberly Coulter	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.17
INC000000580113	Patrice Thomas	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.15
INC000000580190	Joan Foust	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.22
INC000000580199	Amy Lightfoot	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.51
INC000000580213	Gina Mcneil	Telecom	Voice Mail	Telephone	TIR Missed: No	0.68
Voice Operations	Kelly Johnson	Public Safety	Low	Resolved	TTR Missed: No	4.23
INC000000580218	Barbara Hillas	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.17
INC000000580285	Diane Norton	Application	Reporting	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000580337	Chad Hatch	EIS Hardware	Printer	None	TIR Missed: No	0.62
Strategic Communications	Luis Larios	Public Safety	Low	Resolved	TTR Missed: No	4.51
INC000000580339	Chad Hatch	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	
INC000000580347	Kelly Bailey	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.06
INC000000580412	Lance Tyler	Telecom	Call/Receive	Telephone	TIR Missed: No	0.20
Voice Operations	Kelly Johnson	Public Safety	Low	Resolved	TTR Missed: No	0.75
INC000000580429	Tara Zamora	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

Incident	Contact	Category	Type	Item	Priority	Status	TIR Missed	TTR Missed	Time1	Time2
INC000000580430	Tara Zamora	Application	Error	Utah Drivers License System	Low	Resolved	No / No	No / No	0.00	0.06
Metro C Help Desk	Bill Hall	Public Safety								
INC000000580486	Bill Parkin	None	None	None	High	Resolved	No / No	No / No	0.16	0.57
Capitol Hosting	Curtis Parker	Public Safety								
INC000000580528	Jill Reed	Application	Reporting	None	Low	Resolved	No / No	No / No	0.00	0.00
Metro C Help Desk	Bill Hall	Public Safety								
INC000000580533	Miya Finney	Application	Reporting	None	Low	Resolved	No / No	No / No	0.00	0.00
Metro C Help Desk	Bill Hall	Public Safety								
INC000000580554	Dennis Murray	Application	Password	Novell Client for 32-bit Windows	Low	Resolved	No / No	No / No	0.00	0.22
Metro C Help Desk	Bill Hall	Public Safety								
INC000000580562	Michelle Hunt	None	None	Utah Drivers License System	Low	Resolved	No / No	No / No	0.00	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety								
INC000000580689	Tiffany Ward	Network	Password	Novell Client for 32-bit Windows	Low	Resolved	No / No	No / No	0.00	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety								
INC000000580710	Linda Petty	Network	Password	Novell Client for 32-bit Windows	Low	Resolved	No / No	No / No	0.00	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety								
INC000000580774	Jeffery Breinholt	Application	Error	Novell GroupWise	Low	Resolved	No / No	No / No	0.00	0.27
Metro C Help Desk	Bill Hall	Public Safety								
INC000000580897	John Crofts	Telecom	Hardware	Telephone	Low	Resolved	No / No	No / No	0.35	0.43
Voice/Data/WAN Services	Mike Johnson	Public Safety								
INC000000580939	Beverly Edmundson	None	None	None	Low	Resolved	No / No	No / No	0.00	1.47
Capitol Desktop Support	Tom Hanson	Public Safety								
INC000000580948	David Antonsen	Application	Password	Utah Master Directory	Low	Resolved	No / No	No / No	0.22	0.22
Help Desk	James Stearns	Public Safety								
INC000000580986	Tanner Young	Application	Error	Utah Drivers License System	Low	Resolved	No / No	No / No	0.00	0.23
Metro C Help Desk	Bill Hall	Public Safety								
INC000000581012	Sheri Pectol	Telecom	Call/Receive	Telephone	Low	Resolved	No / No	No / No	0.23	0.23
Voice Operations	Romanza Hamblin Sorensen	Public Safety								
INC000000581050	Marge Dalton	Telecom	CrossTalk/Noise/Static	Telephone	Low	Resolved	No / No	No / No	0.09	0.91
Voice Operations	Romanza Hamblin Sorensen	Public Safety								
INC000000581101	Cherri Dare	None	None	None	Low	Resolved	No / No	No / No	0.00	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety								
INC000000581231	Dennis Murray	Application	Error	Utah Drivers License System	Low	Resolved	No / No	No / No	0.00	0.05
Metro C Help Desk	Bill Hall	Public Safety								

Public Safety

INC000000581246	Miya Finney	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.93
INC000000581260	Connie Simper	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.29
INC000000581333	Beverly Edmundson	Application	Error	ZENworks for Desktops	TIR Missed: Yes	1.62
	Capitol Desktop Support	Scott Wunderlich	Public Safety	Low Resolved	TTR Missed: No	2.11
INC000000581338	Chad Hatch	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.76
INC000000581353	Howard Madsen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000581375	Tresa Pease	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.39
INC000000581379	Jennifer Escalera	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.28
INC000000581423	Coulter Baldes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.02
INC000000581511	Jeffery Breinholt	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: Yes	1.13
	Rural Central Desktop Support	Todd Hardy	Public Safety	Low Resolved	TTR Missed: No	1.13
INC000000581512	Stacy Robb	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000581530	David Popelmayer	Telecom	Hardware	Telephone	TIR Missed: No	0.38
	Voice/Data/WAN Services	T Artis	Public Safety	Low Resolved	TTR Missed: No	0.52
INC000000581557	Beverly Edmundson	PC/Laptop	Error	None	TIR Missed: No	0.13
	Capitol Desktop Support	Scott Wunderlich	Public Safety	Low Resolved	TTR Missed: No	1.61
INC000000581568	Charlene Richards	Application	Reporting	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.17
INC000000581571	Amanda Zeller	Application	Reporting	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.16
INC000000581572	Amanda Zeller	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.15
INC000000581606	Pam Olsen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000581612	Tiphanie Clark	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00

Public Safety

Incident	Name	Category	Type	Item		TIR/TTR Missed		Value
INC000000581618	Jaye Larrabee	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581623	Cherri Dare	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581658	Joe Clasby	Application	Reporting	None		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.03
INC000000581674	Coulter Baldes	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581699	Leroy Crawford	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581719	Les Zike	Application	Reporting	Content Manager		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.11
INC000000581737	Teresa Paredes-Pozas	Application	Error	Utah Drivers License System		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.12
INC000000581767	Lenna Reed	Network	Password	Utah Master Directory		TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581782	Lauralee Blue	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581783	Kathy S Wilcox	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000581864	Rachel Conner	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.12
INC000000581880	Teresa Paredes-Pozas	Application	Error	Utah Drivers License System		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.13
INC000000581928	Kris Hamlet	PC/Laptop	Hardware	None		TIR Missed: Yes		1.77
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Resolved	TTR Missed: No		1.77
INC000000581933	Monica Biorge	Application	Error	Novell GroupWise		TIR Missed: Yes		9.89
	Application Services	Tony Larsen	Public Safety	Low	Resolved	TTR Missed: Yes		11.35
INC000000581948	Lisa Nielsen	Application	None	None		TIR Missed: No		0.36
	Metro C Help Desk	Bill Hall	Public Safety	Medium	Resolved	TTR Missed: No		1.26
INC000000582001	Amy Cox	Application	Password	Utah Master Directory		TIR Missed: No		0.37
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No		0.37
INC000000582054	Jennifer Donleavy	Application	None	None		TIR Missed: No		0.06
	Rural South Desktop Support	Scott Jesienouski	Public Safety	Low	Resolved	TTR Missed: No		0.06

Public Safety

Incident	Name	Type	Category	Item	TIR Missed	Value
INC000000582076	Kara Downs	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.15
INC000000582098	James D Moore	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.79
INC000000582103	Alan Nygard	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.71
INC000000582127	Stephanie Schouten	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.18
INC000000582324	Mayland Layton	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582338	Samuel Brito	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582374	Kalee sylvester	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582383	Linda Reschke	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582389	Stephanie Merritt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582411	Jacob Dunn	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582415	Debbie Clark	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582419	Beverly Edmundson	PC/Laptop	Error	None	TIR Missed: No	0.37
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	5.76
INC000000582434	Roger Jensen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582444	Anne Terry	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.13
INC000000582531	Tony Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000582532	Robyn Lalumia	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.05
INC000000582539	Robyn Olsen	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.08

Public Safety

INC000000582551	Jason Chapman	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582564	Merri Coleman	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.87
INC000000582566	Judy Watanabe	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.85
INC000000582567	Charlene Hulse	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582597	Roger Jensen	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582621	Paul Curry	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582622	Geri Dickinson	None	None	Action Request System		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582630	Kristy Stoker	None	None	Action Request System		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582634	Lyrica DeMille	None	None	Action Request System		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582647	Paul Curry	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000582707	Bobby Wilde	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582717	Mindy Harbrecht	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000582765	Jessica Giatras	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.21
INC000000582778	Katie W Lelacheur	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.62
INC000000582780	Brad Bartholomew	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.63
INC000000582792	Jake Unguren	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	
INC000000582797	Jerrianne Kolby	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.18

Public Safety

INC000000582827	Janet Thompson	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000582846	Maurine Penrod	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.22
INC000000582849	Hoby Metz	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.15
INC000000582850	Janet Miller	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.96
INC000000582854	Mark Thompson	Network	Incident	None	TIR Missed:	No	0.61
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Resolved	TTR Missed: No	1.10
INC000000582855	Charlene Richards	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.26
INC000000582864	Michelle Owen	None	None	None	TIR Missed:	No	0.16
Metro C Desktop Support	Ken Knobel	Public Safety		Low	Resolved	TTR Missed: No	0.16
INC000000582895	Pat Bersie	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.03
Capitol Desktop Support	Tom Hanson	Public Safety		Low	Resolved	TTR Missed: No	0.43
INC000000582925	Ted Woolley	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000582943	Sherri Green	Application	Reporting	None	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.13
INC000000583045	Pam Russell	None	None	None	TIR Missed:	No	0.00
Campus Networking	David Miller	Public Safety		Medium	Resolved	TTR Missed: No	0.00
INC000000583059	Whitney Thomsen	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583080	Janet Miller	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.07
INC000000583084	Sterling Clark	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.09
INC000000583107	Nancy Hess	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583127	Cherri Dare	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583137	Whitney Mower	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.04

Public Safety

INC000000583140	Ben Herendeen	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583149	Joyce Dransfield	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583162	Janet Thompson	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583176	Shannon Collins	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.76
INC000000583186	Mike McKay	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583237	Margaret Howells	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583253	Allison Unsworth	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583254	Allison Unsworth	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583301	Sarah Dunn	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583303	Sterling Clark	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	1.71
INC000000583305	Michael Calvin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583309	David Tracy	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.45
Application Services	Dustin Crump	Public Safety		Low	Resolved	TTR Missed: No	1.22
INC000000583315	Kalee sylvester	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.29
INC000000583332	Melanie Monroe	Telecom	Hardware	Telephone	TIR Missed: No	0.53
Voice/Data/WAN Services	Mark Thomas	Public Safety		Low	Resolved	TTR Missed: No	1.36
INC000000583347	Thomas Simpson	Application	Reporting	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583350	Mark Thompson	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000583351	Alan Nygard	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	2.62

Public Safety

INC000000583370	Benjamin Nix	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583425	Pat Bersie	Application	Error	Novell GroupWise	TIR Missed: No	0.39
Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	5.47
INC000000583441	Mindy Hess	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583474	Shellie Adams	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583490	Diane Norton	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583491	Rey Thompson	Network	Incident	None	TIR Missed: No	0.08
Help Desk	James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.34
INC000000583497	Ronda Nottoli	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.06
INC000000583499	Sarah Dunn	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.19
INC000000583501	Sarah Dunn	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583514	Rey Thompson	Telecom	Hardware	None	TIR Missed: Yes	1.06
Voice/Data/WAN Services	Mike Johnson	Public Safety	Low	Resolved	TTR Missed: No	1.07
INC000000583519	Alyssa Moody	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583520	Tiphanie Clark	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.84
INC000000583535	Michele Marfori	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583573	Lisa Ames	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.16
INC000000583582	Mindy Harbrecht	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.04
INC000000583721	Miya Finney	Application	Reporting	Microsoft Excel	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.11
INC000000583749	Valerie Garrett	Network	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02

Public Safety

INC000000583816	Matt Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.04
INC000000583830	Janine Zumwalt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583833	Rebekah Kay	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583842	Stacy Robb	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583876	Alyssa Moody	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583879	Marilee Gomez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583884	Marge Dalton	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583910	Janet Thompson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583928	Marc Difrancesco	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.53
INC000000583953	Lisa Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000583964	Elisha Wilson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584009	Bryan Holden	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584051	Marilee Gomez	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584106	Devan Covarrubias	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584110	Angela D Peterson	EIS Hardware	None	None		TIR Missed: No	0.18
	Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved	TTR Missed: Yes	15.69
INC000000584114	Mike Hepworth	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584182	Toni Brown	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000584199	Bonnie Stewart	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584206	Michael Calvin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584245	Steve Gamvroulas	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584300	Brady Zaugg	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584302	Sarah Crane	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584303	Mark Thompson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584312	Nichole Snyder	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584325	Nolan Kerr	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584334	Jayme Garn	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584491	Chris Barber	EIS Hardware	None	None		TIR Missed: No	0.00
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved	TTR Missed: No	2.69
INC000000584510	Jaye Christensen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584514	Becky Jones	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584537	Lucinda Martin	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584545	Ralph Earl	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584547	Suzanne Miles	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584551	Janice Woods	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000584557	Mark Panos	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.29

Public Safety

| INC000000584563 | Michelle Harward | Application | Error | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.23 |

| INC000000584573 | Patty Trujillo | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.10 |

| INC000000584590 | Lucinda Martin | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584605 | Jaemi Mauchley | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 1.17 |

| INC000000584608 | Jane Perlow | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584629 | Alyssa Moody | Application | Password | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584666 | Joyce Dransfield | Application | Error | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.68 |

| INC000000584694 | Kelcee Vail | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584707 | Bill Visarraga | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 3.28 |

| INC000000584717 | Andrea Larsen | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 3.14 |

| INC000000584807 | Merrill Lofthouse | Application | Password | Utah Master Directory | TIR Missed: No | 0.13 |
| Help Desk | | Eileen Dubach | Public Safety | Low | Resolved | TTR Missed: No | 0.13 |

| INC000000584813 | Janet Thompson | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584815 | Linda Reschke | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000584990 | Luke Stradinger | Application | Reporting | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000585000 | Matt Garvey | Application | Reporting | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000585049 | Charlene Richards | Application | Reporting | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.05 |

| INC000000585062 | Leroy Crawford | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.04 |

Public Safety

Incident	Name	Category	Type	System		TIR/TTR Missed		Hours
INC000000585190	Chris Barber	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585204	Pam Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585215	Diane Norton	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585259	Janet Read	Application	Error	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585292	Darren Larsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.29
INC000000585301	Teri Phillipps	Application	Password	Utah Master Directory		TIR Missed: No		0.25
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No		0.25
INC000000585377	Chris Barber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585421	Steven Crow	Application	None	Utah Master Directory		TIR Missed: Yes		1.99
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		2.58
INC000000585448	Jennifer Donleavy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585535	Kira Salmond	Network	Password	Novell eDirectory		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No		0.00
INC000000585537	Carolyn J Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No		0.03
INC000000585572	Kelly Roberts	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No		0.00